

OBSERVATION REPORT #67

KPMG observed discrepancies between the quantity information provided in the Usage section of its bills for UNE services and the DUF records provided to KPMG.

Issue

The quantity information on minutes of use (MOU), number of calls, events, and requests on the bill differs from the information on the DUF records.

Below are some examples from just one of the end offices with the discrepancies.

#	End office	Rate Element	Bill Period	Quantity from DUF	Quantity on Bill	Amount on DUF	Amount on Bill	Difference in Quantity	Difference in Amount
1	BSTNMABODS9	BSC	Jan. 6, 2000	5	3	\$0.25	\$0.15	2	\$0.10
2	BSTNMABODS9	TTSC	Jan. 6, 2000	3	5	\$0.03	\$0.05	2	\$0.02
3	BSTNMABODS9	UIC	Jan. 6, 2000	27	72	\$0.00	\$0.01	45	\$0.01
4	BSTNMABODS9	ULSC	Jan. 6, 2000	168	296	\$0.79	\$1.38	128	\$0.59
5	BSTNMABODS9	USTPC	Jan. 6, 2000	160	233	\$0.28	\$0.82	73	\$0.54
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7	BSTNMABODS9	OWC	Feb. 6, 2000	2	2	\$0.00	\$1.52	0	\$1.52
8	BSTNMABODS9	UIC	Feb. 6, 2000	6	5	\$0.00	\$0.00	1	\$0.00
9	BSTNMABODS9	ULSC	Feb. 6, 2000	43	46	\$0.35	\$0.21	3	\$0.14
10	BSTNMABODS9	UTCTC	Feb. 6, 2000	10	4	\$0.03	\$0.01	6	\$0.02
11	BSTNMABODS9	UNRCC	Feb. 6, 2000	10	17	\$0.07	\$0.11	7	\$0.04

Assessment

If there is a discrepancy in the information provided on bills and DUF records, the CLEC will be unable to verify the accuracy of the charges in the Usage section of the bill for UNE services provided by Bell Atlantic.